



Problem Resolution Report
CoSD Contract No. 554833
Electronic File Sharing Services Resource Unit
Perspecta/CoSD 110

Peraton

Date: March 28, 2022

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Perspecta Enterprise Solutions LLC, a Peraton company ("Perspecta" or "Contractor" and hereinafter collectively referred to as the "Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:

With PRR no. 2, dated March 24, 2017, the WatchDox File Sharing and Synchronization Services were added to the Agreement.

Since it was recently announced that the WatchDox product is no longer supported, the Parties agreed to replace the WatchDox product with the Box solution for similar services.

Resolution:

1. The Parties agree to replace the WatchDox File Sharing and Synchronization Service Resource Unit (RU) with the Electronic File Sharing Services RU, with a corresponding monthly Fee of \$81.25 per user. This RU was established for a minimum 101 users therefore should the volume fall below this amount for any given month, Contractor will continue charge County for 101 users. The RU Fees are valid through the end of the Agreement Initial Term.
2. The Parties agreed the Electronic File Sharing Services are provided using the Box product. The Box startup fee in the amount of \$21,000 will be charged through the Third Party Product process. Should at any time and for any reason the Box solution need to be replaced, the Parties agree to negotiate in good faith an alternative solution and corresponding fees.
3. Section 4.12 of Schedule 4.3, Operational Services is replaced as per Attachment 1 to this PRR.
4. Section 10.7 is added to Schedule 16.1, Fees, as follows:

10.7 Electronic File Sharing Services

This section pertains to the Electronic File Sharing Services Resource Unit (RU) associated with the services described in Schedule 4.3 Section 4.12, File Sharing Services, and listed in Exhibit 16.1-1, Fees Summary by Resource Unit.

The Electronic File Sharing Services provides for the following user types in the Box solution:

- *County Staff*
- *Customer – member of the public as Unmanaged User*
- *Vendor – Third-party County vendor as Unmanaged User*
- *ITO Staff*



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Unmanaged users are unpaid personal accounts used to collaborate on the County-owned content and are within County's managed domain. Unmanaged users do not belong to the County electronic file sharing enterprise and their accounts are unlicensed. For clarity, managed County user folder(s) or file(s) that are shared with unmanaged users retain the same security, permissions, retention rules that are established by the managed County user. However, any free Unmanaged user has the ability to set up their own private folders, upload and share content with other users (internal and external) without being constrained by the enterprise settings that have been established by the County. Additionally, the County administrator(s) are not able to see the user activity, or any reports on the user.

The County will be charged the RU Fee listed in Exhibit 16.1-1 only for users assigned the "County Staff" role.

5. Schedule 16.1.1 and Schedule 16.1.2 are amended to replace the WatchDox File Sharing and Synchronization Services RU with the Electronic File Sharing Services RU, as per Attachments 2 and 3 to this PRR.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

PERSPECTA ENTERPRISE SOLUTIONS LLC

By: _____

By: _____

Name: _____

John M. Pellegrino

Name: _____

Max Pinna

Title: _____

Director, Department of Purchasing and Contracting

Title: _____

Contracts Manager

Effective
Date: _____

3/28/2022

Date: _____

March 28, 2022

4.12. Electronic File Sharing Services

4.12.1 Overview

This section pertains to the Electronic File Sharing Services (EFSS) component within the End User Services Framework. The Electronic File Sharing Services Framework Component applies to all Hardware, Software and labor needed to maintain and support Electronic File Sharing Services.

4.12.2 High Level Requirements

4.12.2.1 Contractor shall provide, maintain and support a centralized, secure EFSS with access through browsers on approved and managed County computing devices.

4.12.2.2 Contractor shall provide EFSS with granular permissions to protect confidential, sensitive and public information that may be posted.

4.12.2.3 Contractor shall provide EFSS that allows County users to share and collaborate on files internally and externally.

4.12.2.4 Contractor shall provide EFSS that allows external users to consume or share files to and/or from County users.

4.12.2.5 Contractor shall provide standard County single sign-on for authenticating County Active Directory users.

4.12.2.6 Contractor shall provision County users to access EFSS as per authorized Service Request.

4.12.2.7 Contractor shall provide County users with the ability to create temporary secure locations for sharing files that are too large for email. The temporary secure location shall be accessible to County users and external users with access expiring after designated time period as set by sharing party or after twenty-four (24) hours, whichever is less.

4.12.3 Roles and Responsibilities

The following table identifies the Plan, Build and Operate roles and responsibilities associated with Electronic File Sharing Services.

File Sharing Services Roles and Responsibilities		
Plan Roles and Responsibilities	Contractor	County
1. Implement Electronic File Sharing Services as per approved procedures.	X	
2. Produce and submit plans for updates/upgrades to EFSS.	X	
3. Review and approve plans for updates/upgrades to EFSS.		X
Operate Roles and Responsibilities	Contractor	County
4. Provide onboarding support for EFSS.	X	
5. Provide, update and maintain documentation, FAQs and other related tip sheets to County End Users via the Service Portal.		

PRR 110 – Electronic File Sharing Services – Attachment 1
Schedule 4.3 – Operational Services

File Sharing Services Roles and Responsibilities		
6. Assist End Users with any Incidents associated with EFSS.		
7. Maintain and support EFSS. This includes maintaining all the integration points (e.g., Single Sign On, Content Delivery Network services), break-fix, etc.	X	
8. Provide IMAR Services for EFSS.	X	
9. Provide operational reports for EFSS.	X	

PRR 110 - Electronic File Sharing Services Resource Unit - Attachment 3
Exhibit 16.1-2 Resource Unit Price Decomposition

Resource Unit (RU)	Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
File Sharing and Services	Schedule 4.3 - Section 4.12	User	Fixed monthly fee per unit		\$81.25		
				Hardware		\$0.00	
				Hardware maintenance		\$0.00	
				Software		\$37.26	Represents the license cost attributable to providing this service.
				Labor		\$43.99	Represents the labor cost (e.g. Service Desk, IMAR, platform administration) to support the solution.

onic File Sharing Services Resource Unit - Attachment 2
 Source Unit Price Summary

Reference	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volume (per Contract Year)	RU Fee (90% to 100% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (110% to 120% band)	RU Fee (120% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in years)
Section 4.3 - Section 4.12	User	Fixed Monthly Fee Per Unit		Specific	1212	\$81.25 (101-250)	\$98,475.00	\$56.55 (251-500)	\$47.83 (501-1000)	\$42.18 (1000+)	n/a	n/a	n/a	n/a